

Computer Support Technician

Computer Support Technician certificate meets high demand

Several thousand new computer support specialists will be needed in Michigan by 2012, according to the Michigan Department of Labor & Economic Growth. The number of computer support specialists is expected to grow by 31 percent and they'll earn close to \$20.00 per hour.

The business and computer sciences department at Glen Oaks Community College will be meeting this occupational need with a new certificate aimed at preparing students for entry-level computer support and repair positions. The Computer Support Technician Certificate is expected to be available beginning with the Fall Semester 2009. The certificate requires 32 credit hours, including 29 core credits and three credits hours from an elective course like Web Page Design, Advanced Visual Basic Programming or Network Administration (Windows NOS).

Computer network and security concepts

Professor Kevin Conner said students will be taught installation, configuration, preventive maintenance, and optimization of personal computer hardware and software. "Computer network and security concepts, along with customer service, will also be taught," Conner added. Core computer courses for this certificate are aligned to the latest CompTIA certification objectives. These include: EDP 220 PC Technician Essentials for A+ Essentials; EDP 222 PC Repair Technician for A+ 220-602; EDP 240 Networking Essentials for Network +; EDP 246 Computer Security for Security +; and EDP 270 PC Operating Systems for A+ 220-602.

Graduates qualified for corporate positions

Graduates with this certificate will be qualified to work in a mobile or corporate technical environment with a high level of face-to-face interaction. Job titles in some organizations describing the role of this individual may be: Enterprise technician, IT administrator, field service technician, PC technician and others.

"This certificate could be used as a stepping stone to a more advanced IT certification," said Conner.

At Glen Oaks we believe the goal of a college education is to develop the whole individual: Socially, Physically and Intellectually.

CURRICULUM

The purpose of this certificate is to prepare the student for an entry level computer support or repair position. The student will learn to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and optimization of PC hardware and software. Computer network and security concepts will be taught, as well as, customer service skills. The core computer courses will map to the latest CompTIA certification objective.

Required Coursework (29 credit hours)

BAM 101 College Skills and Portfolio Writing.....	3 Credits
EDP 101 Introduction to Computers & Software.....	4 Credits
COM 111 Business/Technical Communications*.....	4 Credits
EDP 117 Visual Basic Programming for Microcomputers*.....	3 Credits
EDP 220 Computer Technician Essentials*.....	3 Credits
EDP 224 Computer Repair Essentials*.....	3 Credits
EDP 240 Introduction to Networking*.....	3 Credits
EDP 246 Network Security*.....	3 Credits
EDP 270 PC Operating Systems*.....	3 Credits

Electives (choose 3 credit hours)

EDP 219 Advanced Basic Programming*.....	3 Credits
EDP 242 Managing and Maintaining a Network Server*.....	3 Credits
EDP 252 Web Page Design I*.....	3 Credits

Minimum Credit Hours.....32 Credits

**Course has a prerequisite
Effective: Fall 2009*

**Graduates may continue for a degree:
Certificate courses may be credited toward the Associate of Applied Science in Business Degree (62 Credits) or the Associate of Applied Science in Technology Degree (62 Credits).**

Nondiscrimination Statement: It is the policy of Glen Oaks Community College that no discriminatory practices based on gender/sex, race, religion, color, age, national origin, disability, height, weight, or any other status covered by federal, state or local law be allowed in providing instructional opportunities, programs, services, employment or in policies governing student conduct and attendance. Any person believing that GOCC has engaged in a discriminatory practice should contact the Associate Dean of Instruction and Civil Rights Coordinator at 62249 Shimmel Rd., Centreville, MI. 49032; phone (269) 467-9945.